

Financial Hardship Application Form

By completing this form the applicant/s agree to the terms and conditions outlined in **POL-C-198 Financial Hardship – Rates and Service Charges.**

Applications can be made at any time. However, we recommend submitting before the due date for the current financial year.

Once approved, this application will be valid for the agreed period of either one, two or three (maximum) financial years, subject to regular reviews. The frequency of reviews will be set at the time of approval of this application.

Applicant information

Full Name:

Residential address:

Postal address:

Phone:

Mobile:

Email:

Other owner's names: (if applicable)

Rateable property/ies address

Reference number:	Property description: (lot and plan) or street address	Rental property?	
		Yes	No
		Yes	No
		Yes	No
		Yes	No
		Yes	No

Other property/ies

Do you own property in another Council? Yes No

(If yes, please provide details in the section below)

Relevant Council :	Property description: (lot and plan) or street address	Rental property?	
		yes	No
		yes	No

Supporting documentation

You need to provide the following document/s as evidence of loss or significant reduction of employment/ income causing financial hardship beyond your control.

1. A statement of income and expenditure from an accredited financial counsellor

AND at least one of the following documents, if applicable to your situation:

2. A letter or email from your employer on branded letterhead advising that you have been made redundant or your employment has been significantly reduced for an extended period (three or more consecutive months)
3. If you are self-employed or own a business, a copy of your business activity statements from the current and previous financial year
4. Written confirmation from a medical practitioner of medical conditions or disability impacting earning capacity
5. Verified documents confirming divorce, family or domestic violence
6. Any related Centrelink documentation
7. Other: (specify)

Acknowledgement

I/We acknowledge and agree to the following:

The information provided is true and correct

The City of Swan may contact me about the application before it is finalised, if required

I must inform the City of Swan in writing of any changes to my circumstances that would no longer warrant consideration of financial hardship

Agree that by giving the City of Swan personal information, I consent to it being kept and stored in accordance with the *Privacy Act (1988)*. If I have given someone else's personal information, I confirm that I have obtained their consent.

Signature of applicant and all other owners

Full name:

Signature:

Date:

Privacy

The personal information collected on this form will be used by the City of Swan for the sole purpose of providing requested and related services.

Providing supporting documents means the applicant authorises the City to keep them for internal purposes only.

Information will be stored securely and will not be disclosed to any third parties without your express written consent.

If you have not considered it yet, the following agencies may be helpful:

- Midlas Midland – **9250 2123**
- National Debt Helpline – **1800 007 007**
- Services Australia – **132 850**
- Family and Domestic Violence – **1800 737 732**
- Crisis Care – **1800 199 008**

Useful information

Concessions

You may be eligible for a concession if you hold a Pensioner or State Concession Card, a Commonwealth Seniors Health Card and/or a WA Seniors Card. For further information on eligibility criteria visit www.watercorporation.com.au/concessions.

Financial counselling

Financial counsellors provide confidential and independent information, support and advocacy at no cost to help you take control of your financial situation.

The City can refer you to a financial counsellor in your area, or you can make direct contact by visiting fcawa.org to find your nearest financial counsellor.

If you are unable to visit a financial counsellor in person, you can call the National Debt Helpline on **1800 007 007**.

Financial relief

The Hardship Utility Grant Scheme (HUGS) helps Western Australian utility customers who are in financial hardship and are unable to pay their utility bills. HUGS is only available to owner occupiers of residential properties.

Payment options

You can pay your bill using:

- Bpay
- Bpoint
- Centrepay (only available to customers who receive Centrelink payments. Paying with Centrepay may help you manage your bills with payment via regular deductions.)
- Internet
- Direct debit
- Telephone
- Mail
- Australia Post Offices.

For more information about payment methods please refer to your rate notices or visit www.swan.wa.gov.au/pay-your-rates.